



III.

IMPLEMENTATION OF THE ACTION PLAN: ONGOING COORDINATION OF STAKEHOLDER INITIATIVES

*Accomplishment of the
Priority Action Items will
require expansion and
coordination of ongoing
wireless E9-1-1 stake-
holder initiatives. An
overview of ongoing
stakeholder initiatives
follows.*

Overview of Ongoing Stakeholder Initiatives

DOT Wireless E9-1-1 Technical Assistance

Wireless Implementation Program: DOT's Intelligent Transportation Systems (ITS) Public Safety Program provides technical assistance, guidance and training to accelerate PSAP readiness for wireless E9-1-1 through a Wireless Implementation Program lead by the National Emergency Number Association (NENA) in partnership the Association of Public-Safety Communications Officials (APCO) and the National Association of State 9-1-1 Administrators (NASNA). Elements of this program include:

- The NENA/DOT Clearinghouse (<http://dot.nena.org/index.asp>), a national database of Wireless E9-1-1 planning, implementation, and operations resources. Included are example contracts, agreements, and other documents from various States and working groups to assist PSAPs, wireless carriers, and Wireless E9-1-1 service system providers.
- The Wireless Deployment Profile and Map (<http://198.30.105.186>), which provides a database of current status information on Wireless E9-1-1 implementation, searchable by county and State.
- The Wireless Education Program for PSAPs, including three informational videos on Wireless E9-1-1: one for the general public; one for PSAP officials; and one for carriers. The PSAG education video is used in NENA's new "Introduction to Wireless for PSAPs" course that focuses on wireless 9-1-1 related issues that affect PSAPs. Beginning with Phase 0 and working through Phase II deployment, this fast-paced six-hour

course is presented at an introductory and easy to understand level, targeted to the non-technical members of PSAPs and the 9-1-1 community. The first courses were conducted in May 2003.

New York State Wireless Enhanced 9-1-1 Project:

DOT's ITS Public Safety Program is providing funding support to the Department of Emergency Medicine at the State University of New York Upstate Medical University in Syracuse, NY for development of an implementation plan for a Statewide wireless E9-1-1 system and implementation assistance to other States and localities.

New York State is an ideal testing ground for identifying the institutional barriers to implementation of wireless E9-1-1 and exploring alternative strategies for addressing these barriers. New York is a large State with a mix of urban, rural and suburban communities. Its counties are arrayed across a broad spectrum of readiness for wireless E9-1-1. While some counties have launched, others are preparing to declare readiness for wireless E9-1-1, and still other counties have yet to institute wireline 9-1-1. New York State also faces a wide variety of institutional, financial, and political barriers to wireless E9-1-1 implementation that are representative of States and counties throughout the nation.

An initial three-year grant funded in the fall of 1999 through the DOT's ITS Public Safety Program allowed the Department of Emergency Medicine to engage key stakeholders from across New York State. Early in the project, key stakeholders were gathered to define barriers to implementation, identify key resources and develop strategies. At their first meeting, this group of stakeholders formed the New York State Emergency Call Locator Partnership.

The New York State Wireless Enhanced 9-1-1 Project produced an *Implementation Guide* and a *Lessons Learned* report. Both were published in the fall of 2002 and are available on the Internet at www.its.dot.gov. Click on "Public Safety" and then "Wireless Enhanced 9-1-1."

Emergency Services Interconnection Forum (ESIF)

The Emergency Service Interconnection Forum (ESIF) is the primary forum for the telecommunications industry, public safety, and other stakeholders to resolve technical and operational interconnection issues related to telephony and emergency services networks. ESIF is a collaboration between Alliance for Telecommunications Industry Solutions (ATIS) and the National Emergency Number Association (NENA). The major carriers and other key stakeholders are involved in ESIF.

ESIF recently released a PSAP Readiness Checklist. The checklist provides PSAPs with a method to verify readiness and provide carriers with complete information to speed the Phase II implementation process. The checklist is part of a package that includes an introduction and instructions document. The FCC may adopt the package as the national standard for Phase II readiness verification. The package can be accessed on the ESIF web site at www.atis.org/atis/ESIF/ESIFdocs.htm.

ESIF also is working on approximately 20 other current technical and operational issues relating to 9-1-1 and E9-1-1. A full list of issues is available on the web at <http://atis.org>. (Click on the ESIF link at the bottom of the page and then click on "Issues" from the menu at the left of the ESIF home page.) Priority issues include:

- Routing of Wireless 9-1-1 calls
- Phase II Test Methodology
- Standardization of Text Messages Received by PSAPs
- Callback Capability and Donated and Prepaid Wireless Handsets
- International Roamers Making 9-1-1 Calls.

APCO's Project LOCATE

The Association of Public-Safety Communications Officials International (APCO) represents more than 16,000 public safety communications professionals who manage, operate, maintain, and supply 9-1-1 centers. APCO's Project LOCATE (Locating Our Citizens At Times of Emergency) has established a nationwide network of model deployment communities. Documenting each

community's progress in Phase II wireless E9-1-1 deployment is producing valuable case study information that can be used as deployment models by other communities across the nation.

Model communities were selected for 49 States and the District of Columbia. The model communities represent a wide cross-section, ranging in size from small cities to an entire State. They represent the technologically astute, and the challenged—in other words, the real world.

Project LOCATE compiles local, State, and national data on regulatory, legislative, technical, financial, and institutional barriers that the model communities encounter, in order to identify and address the most common problems. Project LOCATE also offers technical support to the model communities. In States that are still struggling with cost recovery issues, APCO helps champion funding initiatives by providing statistical support, expert testimony at hearings, and help with media relations.

Project LOCATE was initiated in 2001 and is partially supported by a grant from the U.S. Department of Transportation's (DOT's) Intelligent Transportation Systems (ITS) Public Safety Program. For more information, go to www.apco911.org/about/gov/wireless.html.

NENA Strategic Wireless Action Team (SWAT) Initiative

The National Emergency Number Association's (NENA's) members manage 9-1-1 centers. With support from the PSAP Readiness Fund, a 501 (c) 4 non-profit agency endowed by NEXTEL, NENA has convened national leaders and technical and operational experts to identify priorities for upgrade of the 9-1-1 system, focusing on wireless E9-1-1 deployment.

Specifically, NENA SWAT supports the following goals:

- Completion of a national E9-1-1 infrastructure for wireline and wireless 9-1-1 technologies;
- Provision of technical implementation and support teams to assist local and State agencies in deployment of enhanced and supportive technologies;

- Provision of legislative, regulatory and policy guidance and expertise at national, State and local levels; and
- Development of PSAP readiness evaluation criteria.

NENA SWAT consists of a leadership team comprised of NENA's Executive Board and staff members to support four functional teams. The Technical, Operations, Policy and Finance teams are staffed by subject matter experts in their respective areas of interest.

SWAT Operations Team: The Operations Team has implemented a nationwide study to develop staffing and budget models from which those 432 counties in the United States without Enhanced 9-1-1 can project staffing and budget needs to implement Wireless E9-1-1 Phase I service. This survey-based study will build upon the data in the NENA/DOT Project and add important budgetary information to arrive at profile-specific models.

SWAT Technical Team: The Technical Team has developed and distributed cost element spreadsheets for the following stakeholders: LEC; CLEC; PSAP managers; wireless carriers; and stand-alone ALI vendors. Cost Model Configurations have been developed, along with a set of data requirements, for PSAPs in three size categories—rural (small), suburban (medium), and urban (large). For each category, the costs for various upgrade steps have been determined. Guidance on the effects of various technical improvements or substitutions on costs and schedules also is being prepared.

SWAT Policy Team: The Policy Team develops model legislation for Statewide wireless 9-1-1 programs and cost-recovery funding models. The team also defines policy parameters and develops policy Statements on major issues. For more information, see the NENA/DOT Clearinghouse at <http://dot.nena.org/index.asp>

SWAT Finance Team: Many of the barriers to deployment ultimately involve funding issues. The SWAT Finance Team addresses regulatory and State and Federal legislative issues, guides cost recovery policy development, and guides national public relations and political efforts to secure appropriate cost recovery policies. A consulting firm (The Monitor Group of Cambridge, MA) supports the Finance and Policy teams in development of future funding models for 9-1-1, and addressing other related and cogent public policy issues

associated with the implementation of wireless E9-1-1. Building a consensus on those issues among key stakeholders in an important objective of this initiative.

NASNA's Links to State 9-1-1 Web Sites

The National Association of State 9-1-1 Administrators is a professional organization representing the 32 States that currently have a central 9-1-1 planning or administrative function. NASNA's web site offers links to State 9-1-1 Web sites at <http://www.nasna911.org/links.htm>.

Public Safety Foundation of America

Inspired by a grant from the PSAG Readiness Fund to support Public Safety Answering Point (PSAP) readiness for wireless E9-1-1, the Public Safety Foundation of America is a charitable foundation formed by the Association of Public-Safety Communications Officials International (APCO). The Foundation accepts private, corporate and public donations on behalf of the public safety community and distributes the funds to provide both financial grants and technical support to individual nonprofit PSAPs across the nation. The APCO Board of Officers serves as the Board of Directors for the Foundation. A Foundation Advisory Committee, consisting of the following member organizations, is responsible for reviewing all applications and recommending approval of grants:

- National Association of Counties (NACO);
- International Association of Chiefs of Police (IACP);
- International Association of Fire Chiefs (IAFC);
- National League of Cities (NLC);
- National Association of State EMS Directors (NASEMSD);
- National Governors' Association (NGA);
- National Emergency Number Association (NENA);
- Association of Public Safety Communications Officials, International (APCO).

Funding Priorities: At this time the Public Safety Foundation's primary focus is to support projects that are specific to the receipt and processing of 9-1-1 calls from wireless telephone devices. Radio projects or the

related transmission of wireless data are not within the scope of the Foundation's funding priorities. Projects requesting full replacement of 9-1-1 customer premise equipment would normally be considered outside of the funding scope of the foundation. Grant requests should clearly indicate a direct relationship to wireless location technology deployment, i.e. Phase I and Phase II.

The Foundation makes grants in the following areas:

- **Planning and Coordination Proposals** - This area may include expenses related to determining how to best implement wireless 9-1-1 location technology for a single PSAP, or for county, regional, or Statewide coordination.
- **PSAP Equipment and Technology Proposals** - This area may cover expenses associated with the physical equipment required for an acquisition or upgrade to make a PSAP capable of receiving and utilizing information on wireless Phase II calls. This could include the initial purchase of hardware or software, upgrades, or installations of needed telephone circuits, and database creation.
- **Strategic Deployment Initiative Proposals** - This area may cover funding for programs designed at a high level to address implementation challenges and issues related to improving the overall quality of the wireless location technology delivery system.
- **Education Proposals** - This area may be used to develop programs to educate public safety agencies and other stakeholder groups about the importance of implementing wireless telephone location technology and other education programs for other wireless 9-1-1 related issues.

In the initial round of grant awards announced February 18, 2003, the following projects were funded:

1. Alabama: \$9,465 to the Elmore County E911
2. Alaska: \$500,000 to the Anchorage Police Department
3. Arkansas: \$43,700 to the Fulton County 911
4. Colorado: \$150,000 to the Denver Police Department
5. District of Columbia: a total of \$300,000 to two grantees: the International City/County Management Association (\$150,000) and Public Technology, Inc. (\$150,000)

6. Florida: \$20,000 to the Flagler County Board of County Commissioners
 7. Georgia: a total of \$79,000 to two grantees: the Rockdale County 911/EOC (\$47,000) and the Monroe County Sheriff's Office E911 (\$32,000)
 8. Illinois: \$50,000 to the Northwest Central 911 System
 9. Minnesota: a total of \$68,260 to four grantees: the Metropolitan 911 Board (\$21,160); the St. Louis Park Police Department (\$18,600); the Cook County Sheriff's Department (\$18,500); and the Beltrami County Sheriff's Office (\$10,000)
 10. Missouri: \$25,350 to the Cooper County EMA/911
 11. Montana: a total of \$96,250 to two grantees: the State of Montana Department of Administration (\$50,000) and the Lewistown Police Department (\$46,250)
 12. Nebraska: \$77,000 to the City of Lincoln
 13. North Dakota: \$267,000 to the North Dakota Association of Counties
 14. Ohio – \$5,489 to the Olmstead Township Police Department
 15. Pennsylvania: a total of \$80,100 to two grantees: the County of Erie 911 Center (\$40,100) and the City of Philadelphia Police Department (\$40,000)
 16. South Dakota: \$50,000 to the South Dakota Association of County Commissioners
 17. Tennessee: \$24,100 to the Cheatham County Emergency Communications District
 18. Washington: a total of \$320,000 for two grantees: the Lewis County Communications Center Division (\$281,000) and the Adams County Sheriff's Office (\$39,000)
 19. Wisconsin: \$55,000 to the Vilas County Sheriff's Department
 20. Wyoming: a total of \$163,500 to two grantees: the City of Laramie Police Department (\$55,000) and the Sheridan Police Department (\$113,500)
- In the second round of grant awards announced June 30, 2003, the following projects were funded:
1. Arkansas – \$23,049 to the Pike County Sheriffs Office
 2. Arizona – \$55,889 to the Cottonwood Police Department; \$55,940 to the Mohave County Sheriff's Office; and \$89,704 to the Tohono O'odham Nation
 3. California – \$96,108 to the Santa Clara County Communications ; and \$20,000 to the Whittier Police Department
 4. Florida – \$26,671 to the Jackson County E-911; \$34,684 to the Glades County Sheriff's Office; \$68,985 to the Monroe County Emergency Communications Department; and \$98,780 to the Martin County E-911
 5. Georgia – \$62,145 to the Lumpkin County E-911; \$4,000 to the Fannin County E-911; \$17,500 to the City of Morrow Emergency Communications Department; and \$63,350 to the Columbia County Sheriff's Office E-911
 6. Iowa – \$79,133 to the Warren County E-911 Joint Service Board; \$500,000 to the Iowa Emergency Management Division E-911 Program; \$33,212 to the Black Hawk Public Safety Consolidated Communications Center ; \$7,500 to the Mahaska County E-911 Center; and \$56,200 to the Pottawattamie County 911/Communications Center
 7. Idaho – \$59,938 to the Sandpoint Police Department; and \$25,000 to the Southern Idaho Regional Communications Center
 8. Illinois – \$30,000 to the Kankakee County 911
 9. Indiana – \$14,000 to the Wells County 911 Bluffton Dispatch Center ; and \$32,064 to the Wayne County Emergency Communications Department
 10. Kentucky – \$54,755 to the Boone County Public Safety Communications Center ; \$37,700 to the Hardin County E-911 Center; \$22,250 to the Grant County Public Safety Communication Center; and \$36,377 to the Campbell County Consolidated Dispatch Center
 11. Louisiana – \$55,000 to the Washington Parish Communications District
 12. Michigan – \$96,967 to the Van Buren County Sheriff's Department
 13. Minnesota – \$37,420 to the Waseca County Sheriff's Office; and \$6,825 to the Lake County Sheriff's Department
 14. Missouri – \$23,195 to the East Central Dispatch Center , Richmond Heights ; \$36,000 to the Columbia - Boone County Public Safety Joint Communications; and \$16,850 to the Dallas County 9-1-1

15. Mississippi - \$17,200 to the Jefferson Davis County Board of Supervisors; \$36,000 to the Neshoba County Emergency Management Agency
 16. Montana - \$50,000 to the Gallatin County/City of Bozeman 911 Communications
 17. North Carolina - \$39,497 to the Alexander County Communications
 18. Nevada - \$68,315 to the Carson City Sheriff's Department; and \$44,805 to the Eureka County Sheriff's Office
 19. New York - \$30,250 to the Erie County Central Police Services; and \$63,500 to the Nassau County Police Department
 20. Ohio - \$42,000 to the Clermont County Department of Public Safety Services; \$110,952 to the Geauga County 9-1-1 ; and \$16,500 to the Miamisburg Police Department
 21. Oklahoma - \$104,782 to the Broken Arrow Police Department
 22. Pennsylvania - \$71,099 to the Pike County 911; \$10,000 to the Lycoming County Department of Public Safety; and \$13,333 to the Westmoreland County Department of Public Safety
 23. Utah - \$19,650 to the Beaver County Sheriff's Department; \$91,364 to the Wasatch County Sheriff's Office; and \$80,051 to the 911 Public Safety Answering Point Provo City Communications
 24. Virginia - \$17,000 to the Vinton Police Department
 25. Washington - \$117,239 to the Garfield County E911
 26. Wisconsin - \$28,000 to the St. Croix County Emergency Communications
 26. West Virginia - \$43,200 to the Wood County Central Telecommunications Center
- The schedule for future grant applications is shown below.
- ROUND 4:**
Pre-application by
December 5, 2003
Grant application submitted by
January 2, 2004
- A downloadable grant application is available at
<http://www.psfa.us/>

